

# **SAMPLE JOB DESCRIPTION**

## Medication Access Coordinator, Specialty Pharmacy

### **I. JOB SUMMARY**

The Medication Access Coordinator is responsible for completing necessary functions to ensure optimal reimbursement for high cost, take home medications for patients receiving care in ambulatory clinics. Duties and responsibilities include: assistance with conducting and completing necessary third party prior authorization requests and associated services related to high cost medications, maximizing efficiency for patients and clinic staff.

Other areas of responsibility include pre-screening patients for viable payment sources, managing reimbursement issues associated with high cost medications, identifying opportunities for improving reimbursement from payers, compiling reports for contract optimization, completing the necessary paperwork for prior authorizations, and conducting retrospective utilization reviews on cases of payment denials or insufficient reimbursement.

Participation in the quality management program is expected with the goal of improving services by monitoring processes, analyzing data, implementing interventions to improve and evaluating the effectiveness of those interventions. Responsibilities may include working to establish and maintain long and short term goals for the Quality Management Program; monitoring and documenting Quality Improvement Projects for progress in meeting quality improvement goals; and providing guidance and education to staff on Quality Management priorities and projects.

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### **II. DUTIES AND RESPONSIBILITIES**

- Improve patient service experience and maximize pharmacy revenue through provision of prior authorization services on behalf of clinics for select high cost medications. Conduct patient insurance, benefits and financial investigation and verification by directly communicating with patients. Complete prior authorization forms, negotiate authorization status with insurers, track status of prescription approval, and when necessary, alert clinical pharmacists of denials or nonresponse.
- Facilitate enrollment of patients in patient assistance programs and collaborate with social services and case management on patient assistance. Assist pharmacists with preparing letters of medical necessity and coordinating peer-to-peer conferences.
- Expedite clinic workflow and enhance patient care by preventing therapy interruptions due to insurance issues in conjunction with pharmacists, physicians, and clinic staff. Communicate and collaborate regarding patient therapy interruptions, additional therapy monitoring requirements, and alternative care delivery setting options.
- Facilitate adherence to medications by ensuring that patients receive prescribed medications in a timely manner. Make scheduled calls to patient to obtain clinical information regarding patient's experience with therapy and to process prescription refills. Document and triage patient problems with therapy to the appropriate pharmacist; assure documentation of problem and follow-up with patient and assist with coordination of filling, packaging and delivery of prescriptions. Coordinate synchronization of patients' prescriptions.
- Observe and understand prescribing trends within ambulatory clinics to identify areas for improved specialty pharmacy contracting.
- Under the guidance of the pharmacy management team, develop marketing materials and communication strategies with the goal of increasing patient recruitment and the prescription capture rate of high cost take-home medications within retail pharmacies.

- Assist with the development and implementation of policies and procedures to ensure reimbursement of high cost medications.
- Facilitate staff training and competency, education and practice advancement
  - Train new staff members
  - Maintain a training and competency program for all staff that meets accreditation standards
  - Coordinate with the Pharmacy Clinical Coordinator to develop training experiences/competencies
  - Represent the department at hospital meetings, committees, and events as requested

### **III. QUALIFICATIONS**

Education:

- Associate or Bachelor's degree

Experience and Training:

- 3 to 5 years of pharmacy technician experience
- Current or eligibility for pharmacy technician licensure